



Dear Representatives,

Signing applications

We'd like to remind you that FSCS applications can only be signed in one of two ways:

- digitally via DocuSign; or
- manually by the customer – to do this, send the claim summary to your customer and ask them to return it to you, then upload it through our portal.

Please note that FSCS does not accept other digitally signed application forms. We've recently seen an increase in forms being e-signed with services other than DocuSign.

If an application isn't signed in one of the ways listed above, you will be asked to provide a new form. This can cause an unnecessary delay for your customer.

More information about how to use our claims service can be found in our [guide for professional representatives \(pdf 7MB\)](#).

Reassignment of rights

If your customer is considering filing a further claim (i.e. a complaint with the firm or with the Financial Ombudsman Service), please make sure you request a reassignment of rights as soon as we have paid compensation.

When we pay compensation, the customer's right to make any further claims is transferred to FSCS unless a reassignment is issued. It's important to make a reassignment request as soon as possible, as if we have already started using the rights in our own recovery action when we receive the request, we may have to reject it.

To request a reassignment of rights on behalf of a customer, please email recoveries@fscs.org.uk and attach the following documents:

- A valid letter of authority, which is less than 12 months old and gives you permission to make the request. We've put together an updated and simplified [authorisation letter template \(docx 13KB\)](#) for represented customers that you are welcome to use.
- A completed [reassignment request template \(xlsx 16KB\)](#). You must include the full legal names and regulator reference numbers of any parties your customer is planning to make a claim against.

We will review and respond to your request accordingly. Please note that requests are reviewed once a month. If you have an urgent request that needs to be

prioritised, please let us know and provide the reason for the urgency in your email.

Using the correct email address

Please make sure you use the correct email address when contacting FSCS. Using the wrong address, or copying in multiple teams, could cause a delay for your customer.

- For general queries about FSCS, you should contact enquiries@fscs.org.uk.
- For claim-specific queries, or to provide further information for a claim, you should contact claims@fscs.org.uk.
- If you would like to appeal a decision you've received, this should be sent to appeals@fscs.org.uk.
- If you're unhappy with the service you've received from us, a complaint can be made to complaints@fscs.org.uk.

Regards,

The Relationship Management Team

Financial Services Compensation Scheme

10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU

0800 678 1100

[Unsubscribe](#)